


[Return to the USPTO NPL Page](#) | [Help](#)

Basic

Advanced

Topics

Publications

My Research

1 marked item

Interface language:

English

Databases selected: Multiple databases...

Results – powered by ProQuest® Smart Search

Suggested Topics

[About](#)

< Previous | Next >

[Browse Suggested Publications](#)

< Previous | Next

[About](#)

>

[Supply chains](#)[EBN; Manhasset](#)[Supply chains AND Six Sigma](#)[Purchasing; Boston](#)[Supply chains AND Quality control](#)[Quality; Troy](#)[Supply chains AND Logistics](#)[ASQ Six Sigma Forum Magazine; Milwaukee](#)

19 documents found for: *TEXT(Six Sigma Supply Chain) AND TEXT(metric) AND TEXT(chart) AND PDN(<12/22/2000)*

[» Refine Search](#) | [Set Up Alert](#)
 All sources Scholarly Journals Trade Publications

 Mark
all

 1 marked item: Email / Cite /
Export

 Show only full
text
Sort results by: [Most recent first](#)

- 1. [Nance Guides Sun Toward Global ERP](#)
Hailey Lynne McKeefry. Electronic Buyers' News. Oct 2, 2000. p. PG.57

[Full text](#)

[Abstract](#)
- 2. [Cessna charts a supply chain flight strategy](#)
James P Morgan. Purchasing. Boston: Sep 7, 2000. Vol. 129, Iss. 4; p. 42 (11 pages)

[Text+Graphics](#)

[Full Text - PDF](#)

[Abstract](#)
- 3. [Six sigma, e-commerce pose new challenges](#)
Jenny Kendall, Donna O Fulenwider. Quality Progress. Milwaukee: Jul 2000. Vol. 33, Iss. 7; p. 31 (7 pages)

[Text+Graphics](#)

[Full Text - PDF](#)

[Abstract](#)
- 4. [DISAM: State of the institute--2000](#)
Larry A Mortsolf. DISAM Journal of International Security Assistance Management. Wright-Patterson AFB: Spring 2000. Vol. 22, Iss. 3; p. 45 (17 pages)

[Text+Graphics](#)

[Full Text - PDF](#)

[Abstract](#)
- 5. [The power of Six Sigma in practice](#)
David Hutchins. Quality Focus. Second Quarter 2000. Vol. 4, Iss. 2; p. 26 (8 pages)

[Full text](#)

[Full Text - PDF](#)

[Abstract](#)
- 6. [Six sigma and the knowledge revolution](#)
Thomas A Pearson. Quality Congress. ASQ's ... Annual Quality Congress Proceedings. 2000. p. 723 (5 pages)

[Full text](#)

[Full Text - PDF](#)

[Citation](#)
- 7. [The best 100](#)
Douglas J Edwards. Industry Week. Cleveland: Aug 16, 1999. Vol. 248, Iss. 15; p. 44 (25 pages)

[Text+Graphics](#)

[Full Text - PDF](#)

[Abstract](#)

8. **SPECIAL SECTION: SUPPLY CHAIN MANAGEMENT IMPROVING SUPPLY CHAIN PERFORMANCE BY USING ORDER FULFILLMENT METRICS; THE ROLE OF ORDER FULFILLMENT WHY METRICS? ESTABLISHING PERFORMANCE OBJECTIVES IMPROVING ORDER FULFILLMENT A CLOSER LOOK AT PROCESS IMPROVEMENT PROCESS CHANGE ACROSS THE FUNCTIONS THE IMPORTANCE OF CLARITY AND CONSISTENCY**
M Eric Johnson, Tom Davis. National Productivity. Summer 1998. Vol. 17, Iss. 3; p. 3 (14 pages)
 [Article image - PDF](#) [Full Text - PDF](#) [Abstract](#)

9. **Statistical quality control methods in infection control and hospital epidemiology, Part I: Introduction and basic theory**
James C Benneyan. Infection Control and Hospital Epidemiology. Thorofare: Mar 1998. Vol. 19, Iss. 3; p. 194 (21 pages)
 [Text+Graphics](#) [Full Text - PDF](#) [Abstract](#)

10. **A quality control and improvement system based on the total control methodology (TCM)**
Ka Yin Kwok, V.M. Rao Tummala. The International Journal of Quality & Reliability Management. Bradford: 1998. Vol. 15, Iss. 1; p. 13
 [Full text](#) [Abstract](#)

11. **A method for measuring total value towards designing goods and services**
Biren Prasad. The TQM Magazine. Bedford: 1998. Vol. 10, Iss. 4; p. 258
 [Full text](#) [Abstract](#)

12. **The criteria: A looking glass to Americans' understanding of quality**
Roberto M Saco. Quality Progress. Milwaukee: Nov 1997. Vol. 30, Iss. 11; p. 89 (8 pages)
 [Text+Graphics](#) [Full Text - PDF](#) [Abstract](#)

13. **Leveraging intellect**
Quinn, James Brian, Anderson, Philip, Finkelstein, Sydney. The Academy of Management Executive. Aug 1996. Vol. 10, Iss. 3; p. 7 (21 pages)
 [Text+Graphics](#) [Full Text - PDF](#) [Abstract](#)

14. **Beyond teamwork: How the wise can synchronize**
Cespedes, Frank V. Marketing Management. Chicago: Spring 1996. Vol. 5, Iss. 1; p. 24 (13 pages)
 [Text+Graphics](#) [Full Text - PDF](#) [Abstract](#)

15. **Performance measurement system design**
Neely, Andy, Gregory, Mike, Platts, Ken. International Journal of Operations & Production Management. Bradford: 1995. Vol. 15, Iss. 4; p. 80 (37 pages)
 [Full text](#) [Abstract](#)

16. **Made in Manitoba: the agri-business success story**
Manitoba Business Magazine. Jan 1994. Vol. 16, Iss. 1; p. 13
 [Full text](#) [Abstract](#)

17. **PAC-EX 1993 program & guide**
Canadian Packaging. Toronto: Sep 1993. Vol. 46, Iss. 9; p. 25
 [Full text](#) [Abstract](#)

18. **Back Material 3 – No Title**
The Journal of Asian Studies (pre-1986). Ann Arbor: Sep 1965. Vol. 24, Iss. 5; p. 201 (141 pages)
 [Article image - PDF](#) [Page map](#) [Citation](#)

19. **Other 4 -- No Title**

Econometrica (pre-1986). Evanston: Dec 1957. Vol. 25, Iss. 5; p. 19 (167 pages)

 [Article image - PDF](#) [Full Text - PDF](#) [Citation](#)

1-19 of 19

Want to be notified of new results for this search? [Set Up Alert](#) Results per page: Did you find what you're looking for? If not, [refine your search](#) below or try these suggestions.**Suggested Topics** [About](#)[< Previous](#) | [Next >](#)**Browse Suggested Publications**[< Previous](#) | [Next >](#)[Supply chains](#)[About](#)[EBN; Manhasset](#)[Supply chains AND Six Sigma](#)[Purchasing; Boston](#)[Supply chains AND Quality control](#)[Quality; Troy](#)[Supply chains AND Logistics](#)[ASQ Six Sigma Forum Magazine; Milwaukee](#)

Advanced Search

Tools: [Search Tips](#) [Browse Topics](#) [2 Recent Searches](#) Document text **AND** Document text **AND** Document text [Add a row](#) | [Remove a row](#)

Database:

[Select multiple databases](#)

Date range:

[About](#)Limit results to: [Full text documents only](#) [Scholarly journals, including peer-reviewed](#) [About](#)[More Search Options](#) Copyright © 2007 ProQuest Information and Learning Company. All rights reserved. [Terms and Conditions](#)[Text-only interface](#)


[Web](#) [Images](#) [Video](#) [News](#) [Maps](#) [more »](#)

[Advanced Scholar Search](#)
[Scholar Preferences](#)
[Scholar Help](#)

Scholar All articles [Recent articles](#) Results 41 - 48 of 48 for **application ship * customer request "six sigma"**

[All Results](#)

[M Lantzy](#)

[M Daskalantona...](#)

[B Srinidhi](#)

[P Fiebler](#)

[P Pande](#)

[Inward Investment and Local Linkages: How Deeply Embedded is "Silicon Glen"? - group of 5 »](#)

I Turok - Regional Studies, 1993 - Taylor & Francis

... ticularly for electronics), the track record of existing overseas companies and the work of Locate in Scot- land in **customer** care' (HOOD, 1991, p. 20 ...

[Cited by 99](#) - [Related Articles](#) - [Web Search](#) - [BL Direct](#)

[\[book\] Power Supply Testing Handbook: Strategic Approaches in Test Cost Reduction - group of 2 »](#)

E Crandall - 1997 - books.google.com

... the **customer** and understand their **application** of your ... The original (**customer's**) specifications for mounting need ... including some US vendors **shipping** to foreign ...

[Web Search](#) - [Library Search](#)

[Reengineering: A Process for Transforming](#)

H Education - educause.edu

... Skillful managerial manipulators are adept at concealing the real magnitude of a new program, supporting a **request** with voluminous data of which the ...

[Related Articles](#) - [Web Search](#)

[\[book\] The ASTD Training and Development Handbook: A Guide to Human Resource Development - group of 2 »](#)

RL Craig - 1996 - books.google.com

... **Customer** Service Training / Chip R. Bell, Senior ... Discovery, **application**, communication,

improvement, and more ... for governing apprentice- **ship** were instituted as ...

[Cited by 24](#) - [Related Articles](#) - [Web Search](#) - [Library Search](#)

[\[book\] Environmental and Quality Systems Integration - group of 2 »](#)

WC Culley - 1998 - books.google.com

... 109 Figure 3. Inquiry Response **Request** Form 110 Figure 4. Sample Inquiry/Questionnaire

Tracking Log 110 Figure 5. Process for **Customer** and Other External ...

[Cited by 5](#) - [Related Articles](#) - [Web Search](#) - [Library Search](#)

[PART II - group of 4 »](#)

A Meystel, SA Wallace, JE Laird, KJ Coulter - isd.mel.nist.gov

... increased the risk of meeting **customer** CTQ requirements ... on a diverse set of demanding

applications, which span ... manuscript is available upon **request** (james.spall ...

[Related Articles](#) - [View as HTML](#) - [Web Search](#)

[Today's Concept of Organizational Management](#)

C OBJECTIVES - healthadmin.jpub.com

... the classic functions of managers and their relation- **ship** to each ... Areas of specific **application** include ... seven min- utes of receipt of **request** • 100% follow ...

[Related Articles](#) - [View as HTML](#) - [Web Search](#)

Higher than the Bottom Line: Reflections on Some Recent
Macromarketing Literature - group of 2 »

MB Holbrook - Journal of Macromarketing, 1999 - jmk.sagepub.com

... This **request** consistently throws the young girl behind ... in putting you the **customer** to work ... with regimented employees in degradingly mechanized relation- **ships**. ...

Cited by 14 - Related Articles - Web Search - BL Direct

◀ Gooooogle

Result Page: Previous 1 2 3 4 5

[Google Home](#) - [About Google](#) - [About Google Scholar](#)

©2007 Google

[Sign in](#)[Google](#)[Web](#) [Images](#) [Video](#) [News](#) [Maps](#) [more »](#)[Advanced Search](#)[Preferences](#)**Web Results 1 - 7 of 7 for SCOR metrics "customer request date" -2004 -2005 -2002 -2001 -2003 -2006. (0:)**

Tip: Try removing quotes from your search to get more results.

[doc] Metrics for the Order Fulfillment ProcessFile Format: Microsoft Word - [View as HTML](#)However, without **metrics** for the effectiveness of the training, the value of the training cannot be measured. In education, test **scores** are used to measure ...www.schneiderman.com/AMS_publications/Metrics%20for%20Order%20Fulfillment/OTD-1.doc - [Similar pages](#)**[PDF] Journal of**File Format: PDF/Adobe Acrobat - [View as HTML](#)of **metrics** is captured well by often- repeated sayings such as the following: • "You can expect what you inspect"; • "if you're not keeping **score**, ...www.schneiderman.com/AMS_publications/Metrics%20for%20Order%20Fulfillment/OTD-1.pdf - [Similar pages](#)**[PDF] 0015class.qxd 7/14/00 2:16 PM Page 42**File Format: PDF/Adobe Acrobat - [View as HTML](#)**metrics** from the **SCOR** model. These include such key areas ... are meeting the **customer request date** at least 94 percent of the time ...www.scvisions.com/articles/SCM0015class.pdf - [Similar pages](#)**[PDF] OF PERFORMANCE MEASUREMENT THE DEADLY**

File Format: PDF/Adobe Acrobat

metric would be performance against. **customer request date** — but achieving ... by the Balanced **Score**-. card work of Harvard Business School's Robert ...sloanreview.mit.edu/smr/issue/2007/spring/02/pdf/48302W.pdf - [Similar pages](#)**Forbes.com****Metrics** dashboards/scorecards should be easy to read and usually have "red, yellow, ...For more information on the Supply-Chain Council and **SCOR**, ...www.forbes.com/fdc/logistics/glossary_d.shtml - 40k - [Cached](#) - [Similar pages](#)**Forbes.com**• **Metrics** that are aligned to strategy and linked to the "shop floor" or line level workers ...For more information on the Supply-Chain Council and **SCOR**, ...www.forbes.com/fdc/logistics/glossary_p.shtml - 49k - [Cached](#) - [Similar pages](#)**[PDF] Supply Chain Management:**File Format: PDF/Adobe Acrobat - [View as HTML](#)**SCOR** is the only model that links **metrics** to individual supply chain func- ... items are performance to **customer-request date** and repair cycle time. The ...www.acq.osd.mil/log/sci/exec_info/scorecard.pdf - [Similar pages](#)*In order to show you the most relevant results, we have omitted some entries very similar to the 7 already displayed.**If you like, you can repeat the search with the omitted results included.*

Download [Google Pack](#): free essential software for your PC

[Search within results](#) | [Language Tools](#) | [Search Tips](#) | [Dissatisfied? Help us improve](#)

[Google Home](#) - [Advertising Programs](#) - [Business Solutions](#) - [About Google](#)

©2007 Google

[Sign in](#)[Google](#)[Web](#) [Images](#) [Video](#) [News](#) [Maps](#) [more »](#)[Search](#)[Advanced Search](#)[Preferences](#)

Web Results 1 - 10 of about 72 for **SCOR metrics 1999 "delivery performance" -2004 -2005 -2002 -2001 -2003 -2006**

Tip: Save time by hitting the return key instead of clicking on "search"

Sponsored Links

Scholarly articles for SCOR metrics 1999 "delivery performance" -2004 -2005 -2002 -2001 -2003 -2006



[A systems perspective on supply chain measurements - Holmberg - Cited by 57](#)

Performance Metrics

Track Key Performance Indicators. Free Trial, Demo, & Best Practices. www.salesforce.com

[\[PDF\] Taming the supply chain - Manufacturing Engineer](#)

File Format: PDF/Adobe Acrobat

MANUFACTURING ENGINEER APRIL 1999 ... **delivery performance** or credit terms, all ... few chosen **metrics**. The important point is that achieving a **score** ...

ieeexplore.ieee.org/iel5/2189/16769/00773201.pdf?arnumber=773201 -

[Similar pages](#)

Performance Benchmarking

Learn the Best Practices In Your Industry www.kaiserassociates.com

Global Logistics & Supply Chain Strategies is read by over 40000 ...

SeeChain's **metrics** are drawn from the Supply Chain Operations Reference model (**SCOR**) of the Supply-Chain Council, one of the first attempts to create a ... www.globalsupplychainstrategies.com/archives/11.99.vit.htm?adcode=10 - 39k - [Cached](#) - [Similar pages](#)

Knowledge Management Newsletter - 10

Now (because all businesses offer higher levels of quality, **delivery performance**...) it is much more difficult to identify the drivers. The **metrics** are ...

www.som.cranfield.ac.uk/som/research/centres/cbp/whatsnew/newsletter10.htm - 22k - [Cached](#) - [Similar pages](#)

ISM - 1999 International Conference Proceedings

In 1999 the electricity market in the USA will begin to change as deregulation ... Supplier on-time **delivery performance** is critical to enabling the buyer's ... www.ism.ws/pubs/proceedings/YearProceedingsIndex.cfm?LISTITEMID=506&View=1 - 130k - [Cached](#) - [Similar pages](#)

[\[PDF\] 1999 MBNQA Application Abstract BUSINESS OVERVIEW](#)

File Format: PDF/Adobe Acrobat - [View as HTML](#)

metrics are determined. These service standards are reviewed, and modified annually. ... company's system was given a percentage **score**, and the ... baldrige.nist.gov/PDF_files/ST_Application_Summary.pdf - [Similar pages](#)

Intelligent Enterprise Magazine - Here Today, Gone Tomorrow

SCOR includes benchmarks at the process-element level, defining them as "performance **metrics** and formulas to quantitatively evaluate the operations of each ... www.intelligententerprise.com/000605/feat2.shtml - 28k - [Cached](#) - [Similar pages](#)

PRINT FRIENDLY/Quick Response Manufacturing

on-time **delivery performance** improving from 60-99 percent; and ... Give your company a **score** of 0 for each true and 1 for each false. ... www.advancedmanufacturing.com/May01/PRINT%20FRIENDLY/quick.htm - 27k - [Cached](#) - [Similar pages](#)

[Emerald FullText Article : The role of performance measurement in ...](#)

All organisations adopt a battery of **metrics** for measuring performance. ... the balanced **score** card using dimensions of finance such as profit and ...

www.emeraldinsight.com/.../viewContentItem.do?

contentType=Article&hdAction=lnkhtml&contentId=849228 - [Similar pages](#)

[Emerald FullText Article : A systems perspective on supply chain ...](#)

Keebler, J.S, Manrodt, K.B, Durtsche, D.A, Ledyard, D.M (1999), Keeping **Score** Measuring the Business Value of Logistics in the Supply Chain, ...

www.emeraldinsight.com/.../viewContentItem.do?

contentType=Article&hdAction=lnkhtml&contentId=846783 - [Similar pages](#)

[[More results from www.emeraldinsight.com](#)]

[\[PDF\] Functions in Detail - SAP Advanced Planner & Optimizer](#)

File Format: PDF/Adobe Acrobat - [View as HTML](#)

metrics. This set of supply chain management **metrics**. is derived from the Supply Chain

Operations Reference. (**SCOR**) model, which was introduced by the ...

www.e-optimization.com/resources/uploads/ACF308.pdf - [Similar pages](#)

Result Page: [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [Next](#)

Try [Google Desktop](#): search your computer as easily as you search the web.

[Search within results](#) | [Language Tools](#) | [Search Tips](#) | [Dissatisfied? Help us improve](#)

[Google Home](#) - [Advertising Programs](#) - [Business Solutions](#) - [About Google](#)

©2007 Google

[Sign in](#)

[Google](#)

[Web](#) [Images](#) [Video](#) [News](#) [Maps](#) [more »](#)

[Advanced Search](#)

[Preferences](#)

Web Results 31 - 36 of 36 for "SCOR metrics" "Six Sigma" -2001 -2002 -2003 -2004 -2005 -2006. (0.21 sec)

[business management Menu](#)

Cfos: m&a consultant activity will continue to growpilot and pmg provide management **scor metrics** for supply chain performance management management. ...

[www.investinghelponlineplus-best.info/business-management.htm](#) - 19k - Supplemental Result - [Cached](#) - [Similar pages](#)

[Franchise-Sale.com | Franchise Sale | Scor Metrics | Supply Chain ...](#)

Scor Metrics | Supply Chain Performance | Supply Chain Management ... Lean **Six Sigma** 2007 Service and Manufacturing Tracks March 26-28, 2007 - Miami, FL ...

[www.franchise-sale.com/scor-model.htm](#) - 33k - Supplemental Result - [Cached](#) - [Similar pages](#)

[balanced management performance scorecard](#)

... easier for managers to combine **SCOR metrics** with Balanced Scorecard metrics. ...

Scorecard or **Six Sigma**, it's really about assessing organizational and, ...

[www.performance154.info/balanced-management-performance-scorecard.htm](#) - 13k - Supplemental Result - [Cached](#) - [Similar pages](#)

[Baseball-Coaching.com | Baseball Coaching | Scor Metrics | Supply ...](#)

Scor Metrics; Supply Chain Operations Reference Model ... Lean **Six Sigma** 2007 Service and Manufacturing Tracks March 26-28, 2007 - Miami, FL ...

[www.baseball-coaching.com/scor-model.htm](#) - 31k - Supplemental Result - [Cached](#) - [Similar pages](#)

[Supply Chain Management - Lean Manufacturing and Supply Chain ...](#)

... sixth sigma, the sixth sigma, **six sigma** books, **six sigma** e-books, lean, . . . SCOR,

SCOR metrics, supply chain council, supply chain metrics, ProEx, . . .

[www.leanscm.co.uk/supply-chain-management.asp=&offset=65](#) - 9k - Supplemental Result - [Cached](#) - [Similar pages](#)

[OutdoorAwnings.com | Outdoor Awnings | Scor Metrics | Supply Chain ...](#)

Scor Metrics | Supply Chain Performance | Supply Chain Management ... Lean **Six Sigma** 2007 Top Speakers, Best Practices, CPEs March 26-28, 2007 - Miami, FL ...

[www.outdoorawnings.com/scor-model.htm](#) - 32k - Supplemental Result - [Cached](#) - [Similar pages](#)

In order to show you the most relevant results, we have omitted some entries very similar to the 36 already displayed.

If you like, you can [repeat the search with the omitted results included](#).

Result Page: [Previous](#) [1](#) [2](#) [3](#) [4](#)

[Search within results](#) | [Language Tools](#) | [Search Tips](#)

[Google Home](#) - [Advertising Programs](#) - [Business Solutions](#) - [About Google](#)

©2007 Google

[Return to the USPTO NPL Page](#) | [Help](#)

Basic

Advanced

Topics

Publications

My Research

14 marked items

Interface language:

English

Databases selected: Multiple databases...

My Research

[« Back to Results](#)

- [Create your bibliography](#) to email, print, or download.
- [Email marked documents](#) with a bibliography.
- [Export citations](#) into EndNote, ProCite, RefWorks or Reference Manager.
- [Create a web page](#) with links to your articles, searches, and publications.

Marked Documents

[Recent Searches](#) | [Visited Publications](#) [Mark / Clear all](#) | [Delete unmarked items](#)

1. [The power of Six Sigma in practice](#)

David Hutchins. Quality Focus. Second Quarter 2000. Vol. 4, Iss. 2; p. 26 (8 pages)

 [Full text](#) [Full Text - PDF](#) [Abstract](#)

2. [Continuous improvement: The key to future success](#)

Ann B Rich. Quality Progress. Milwaukee: Jun 1997. Vol. 30, Iss. 6; p. 33 (4 pages)

 [Text+Graphics](#) [Full Text - PDF](#) [Abstract](#)

3. ['Lean sigma' synergy](#)

John H Sheridan. Industry Week. Cleveland: Oct 16, 2000. Vol. 249, Iss. 17; p. 81 (2 pages)

 [Text+Graphics](#) [Full Text - PDF](#) [Abstract](#)

4. [Organizational excellence through Six Sigma discipline](#)

Mike Carnell, Jim Lambert. Quality Focus. Second Quarter 2000. Vol. 4, Iss. 2; p. 18 (8 pages)

 [Text+Graphics](#) [Full Text - PDF](#) [Abstract](#)

5. [Quality conscious](#)

John Johnson. Manufacturing Systems. 2000. p. 36 (2 pages)

 [Text+Graphics](#) [Full Text - PDF](#) [Abstract](#)

6. [Defect rate estimation for "six sigma" processes](#)

Timothy S Vaughan. Production and Inventory Management Journal. Alexandria: Fourth Quarter 1998. Vol. 39, Iss. 4; p. 5 (5 pages)

 [Text+Graphics](#) [Full Text - PDF](#) [Abstract](#)

7. [Best practices: The joy of Six \(Sigma\)](#)

Robert J Bowman. Distribution. Radnor: Aug 1997. Vol. 96, Iss. 9; p. 62 (4 pages)

 [Text+Graphics](#) [Full Text - PDF](#) [Abstract](#)

8. [Evaluating performance of the purchasing department using data envelopment analysis](#)

Murphy, David J, Pearson, John N, Siferd, Sue P. Journal of Business Logistics. Oak Brook: 1996. Vol. 17, Iss. 2; p. 77 (15 pages)

 [Text+Graphics](#) [Full Text - PDF](#) [Abstract](#)

9. **Ten mega-trends that will revolutionize supply chain logistics**
Donald J Bowersox, David J Closs, Theodore P Stank. Journal of Business Logistics. Oak Brook: 2000. Vol. 21, Iss. 2; p. 1 (16 pages)

[Full text](#)[Full Text - PDF](#)[Abstract](#)

10. **Using dashboards and scorecards in a service industry**
Steven J Pautz. Quality Congress. ASQ's ... Annual Quality Congress Proceedings. 1998. p. 324 (7 pages)

[Text+Graphics](#)[Full Text - PDF](#)[Citation](#)

11. **The newest word in quality: 6E**
Eric A Johnson. Marketplace. Appleton: Apr 25, 2000. Vol. 11, Iss. 8; p. 48

[Full text](#)[Citation](#)

12. **Benchmarking field services using a zero defects approach**
Ravi S. Behara, Jos G.A.M. Lemmink. The International Journal of Quality & Reliability Management. Bradford: 1997. Vol. 14, Iss. 5; p. 512

[Full text](#)[Abstract](#)

13. **Using measures to connect strategy with customers**
Robin Lawton. The Journal for Quality and Participation. Cincinnati: Mar/Apr 2000. Vol. 23, Iss. 2; p. 54 (6 pages)

[Text+Graphics](#)[Full Text - PDF](#)[Abstract](#)

14. **Six sigma, e-commerce pose new challenges**
Jenny Kendall, Donna O Fulenwider. Quality Progress. Milwaukee: Jul 2000. Vol. 33, Iss. 7; p. 31 (7 pages)

[Text+Graphics](#)[Full Text - PDF](#)[Abstract](#)

* The maximum number of documents you can save is 50.

Recent Searches

[Marked Documents](#) | [Visited Publications](#)

1. [TEXT\(six sigma\) AND TEXT\(scorecard\) AND TEXT\(service*\) AND PDN\(<12/22/2000\)](#) [Set Up Alert](#) [X](#) 48 results as of April 14, 2007
*Database: Multiple databases...
 Look for terms in: Citation and abstract
 Publication type: All publication types*

2. [TEXT\(six sigma\) AND TEXT\(scorecard\) AND TEXT\(service*\) AND PDN\(<12/22/2000\)](#) [Set Up Alert](#) [X](#) 48 results as of April 14, 2007
*Database: Multiple databases...
 Look for terms in: Citation and abstract
 Publication type: All publication types*

3. [TEXT\(six sigma\) AND TEXT\(customer request*\) AND PDN\(<12/22/2000\)](#) [Set Up Alert](#) [X](#) 27 results as of April 14, 2007
*Database: Multiple databases...
 Look for terms in: Citation and*

abstract

Publication type: All publication types

4. <u>TEXT(six sigma) AND TEXT (customer request*) AND PDN(<12/22/2000)</u>	<u>Set Up Alert</u> 	27 results as of April 14, 2007
	<i>Database: Multiple databases...</i>	
	<i>Look for terms in: Citation and abstract</i>	
	<i>Publication type: All publication types</i>	
5. <u>TEXT(six sigma) AND TEXT (logistic*) AND PDN(<12/22/2000)</u>	<u>Set Up Alert</u> 	177 results as of April 14, 2007
	<i>Database: Multiple databases...</i>	
	<i>Look for terms in: Citation and abstract</i>	
	<i>Publication type: All publication types</i>	
6. <u>TEXT(six sigma) AND TEXT (logistic*) AND PDN(<12/22/2000)</u>	<u>Set Up Alert</u> 	177 results as of April 14, 2007
	<i>Database: Multiple databases...</i>	
	<i>Look for terms in: Citation and abstract</i>	
	<i>Publication type: All publication types</i>	
7. <u>TEXT(six sigma) AND TEXT (logistic*) AND PDN(<12/22/2000)</u>	<u>Set Up Alert</u> 	177 results as of April 14, 2007
	<i>Database: Multiple databases...</i>	
	<i>Look for terms in: Citation and abstract</i>	
	<i>Publication type: All publication types</i>	
8. <u>TEXT(six sigma) AND TEXT(lead time) AND PDN(<12/22/2000)</u>	<u>Set Up Alert</u> 	76 results as of April 14, 2007
	<i>Database: Multiple databases...</i>	
	<i>Look for terms in: Citation and abstract</i>	
	<i>Publication type: All publication types</i>	
9. <u>TEXT(six sigma) AND TEXT(lead time) AND PDN(<12/22/2000)</u>	<u>Set Up Alert</u> 	76 results as of April 14, 2007
	<i>Database: Multiple databases...</i>	
	<i>Look for terms in: Citation and abstract</i>	
	<i>Publication type: All publication types</i>	

Visited Publications[Marked Documents](#) | [Recent Searches](#)

Visited Publications displays the publications that you have viewed during your session. To add publications:

- Enter a publication search.
- Click on publication titles to view details.
- Links to your recent searches will be included here.

Once you have items listed in your visited publication, you can create a web page with links to your publications.

[^ Back to Top](#)

Copyright © 2007 ProQuest Information and Learning Company. All rights reserved. [Terms and Conditions](#)

[Text-only interface](#)

